HP Scanjet G4000 series

User Guide

Contents

1 How to use the scanner

This manual describes how to use the HP Scanjet G4000 series Photo Scanners and their accessories.

This section presents an overview of the scanner and how to use it.

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- Front panel and accessories overview
- Scanning overview
- Scan pictures and documents
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- Make copies
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Where to get additional information

To access an online version of the scanner user guide, click **Start**, point to **Programs** or **All Programs**, point to **HP**, **Scanjet**, **G4000 series**, and then click **User Guide**.

You can get additional information about using this product from the HP Solution Center. If you have installed the HP Photosmart software that came with the scanner, double-click the **HP Solution Center** icon on your desktop, and then click **Help and Support**. Under the **Documentation** section, click **Product Help**.

Accessibility

This section describes the accessibility options available with this scanner.

- Accessing the user guide with screen reader software
- Button Disable Utility

Accessing the user guide with screen reader software

There is an online Help version of this User Guide on the software CD. This format can be used with most screen reader software programs. To find this guide on the CD, do the following:

1. Insert the HP CD that came with the scanner into the computer CD drive.
    Wait for the installation dialog box to display.

    Note If the installation dialog box does not display, double-click the **scanner.htm** file on the root of the installation CD.

2. Click **View or print guides**.
    A list of languages is displayed.

3. Click the language that you want.

A list of guides is displayed.

4. Click **Onscreen User Guide**.

Button Disable Utility

To prevent buttons from being accidentally pushed, you can use the Button Disable Utility to disable the buttons. You can use the same utility to re-enable the buttons.

To use the Button Disable Utility, complete the following steps:

1. On your hard drive, navigate to C:\Program Files\Common Files\Hewlett-Packard \Scanjet\G4000\.
2. Double-click **hpbdu.exe**.

The HP Button Disable Utility dialog box is displayed.

3. Select the scanner, and then click **Enable Buttons** or **Disable Buttons**.

How to use the HP Photosmart software

When you install the HP Photosmart software, two icons are added to your desktop. These icons open programs for scanning and editing your scans.

HP Solution Center is the program that gets you started scanning pictures and documents. Use the HP Solution Center for all of the following:

- Perform scanning and copy functions
- Access help and troubleshooting information
- Access the HP Photosmart software to edit your scans
- Modify settings and preferences

The HP Photosmart software is the program to use for manipulating, printing, archiving, and sharing your images after they have been scanned. You can get to the HP Photosmart software from the desktop icon or through HP Solution Center.

To start a scan:

Double-click the **HP Solution Center** icon on the desktop, click the tab for the scanner, and then click the task you want to perform.

Note If the **HP Solution Center** icon is not available on the desktop, click **Start**, point to **Programs** or **All Programs**, point to **HP**, and then click **HP Solution Center**.

Front panel and accessories overview

This section presents an overview of the scanner front panel and the transparent materials adapter (TMA).

- Front-panel buttons
- Transparent materials adapter (TMA)

Front-panel buttons

Icon	Feature name	Description
	Scan button	Scans pictures, graphics, documents, or objects.
	Scan Film button	Scans transparent positives (such as 35 mm slides) and negatives. Scanning film requires that you use the transparent materials adapter (TMA) located on the underside of the scanner lid.
	Copy button	Scans the item and sends it to the printer to make a copy.
	Scan to PDF button	Scans one or more pages and saves them as a PDF file for sharing or storing.

Transparent materials adapter (TMA)

You can use the transparent materials adapter (TMA) to scan 35 mm slides or negatives. With the HP Scanjet G4050 TMA, you can also scan medium- and large-format film. For more information about the TMA, see Scan film.

Scanning overview

Start scanning in one of these ways:

- Image quality (6-color scanning) vs. speed
- Scan from the scanner front-panel buttons
- Scan from the HP Solution Center
- Scan from other software programs
- Preview a scanned image

Image quality (6-color scanning) vs. speed

When scanning images using the HP Scanjet G4000 series scanners, you can configure the scan settings for either fast scanning or higher-quality output. If you choose to take advantage of this product's high quality output by using the optimum color accuracy options, the scanning process will be slower.

The HP Scanjet G4000 series scanners include the 6-color scanning feature. This technology makes it possible for a scanning device to detect a wider range of color. The result is more realistic photo reproductions with greater color accuracy. The term 6-color refers to amount of information collected for each pixel during the scanning process, not the number of colors in the output.

Tip Try the higher-quality scan settings first on a small number of images, especially when using the HP Scanjet G4050 TMA. This will give you an idea of the scan speed so that you know what to expect when you scan a larger batch of images.

You can reach the quality and speed settings by doing the following:

1. Open the HP Solution Center and select your device.
2. Click **Settings**.
3. Point to **Scan Settings**.
4. Click **Scan Preferences**.
5. Click **Quality vs. Speed**.

For more information about the speed and quality settings, click **Help** in the **Quality vs. Speed** dialog box.

Scan from the scanner front-panel buttons

Use the front-panel buttons on the scanner for basic scanning functions, such as scanning pictures and documents. Instructions for using the front-panel buttons are located in this manual.

For more information about how to use the front-panel buttons, see the following topics:

- Front panel and accessories overview
- Scan film
- Scan pictures and documents
- Make copies
- Scan to a PDF file

Scan from the HP Solution Center

Scan from the HP Solution Center when you want more control during the scanning process, such as when you want to preview the image before the final scan, use more advanced features, or change scan settings.

To start the HP Solution Center:

1. Do one of the following:
   a. On the Windows desktop, double-click the **HP Solution Center** icon.
   b. On the taskbar, click **Start**, point to **Programs** or **All Programs**, point to **HP**, and then click **HP Solution Center**.
2. If you have installed more than one HP device, click the tab for the scanner. The HP Solution Center shows only the functions, settings, and support options that are appropriate for the selected HP device.

Scan from other software programs

You can scan an image directly into one of your software programs if the program is TWAIN compliant. Generally, the program is compliant if it has a menu option such as **Acquire**, **Scan**, or **Import New Object**. If you are unsure whether the program is compliant or what the option is, see the documentation for that program.

Preview a scanned image

If you want to preview the scanned image, either begin the scan from the HP Solution Center, or click **Show Preview** in the **What are you scanning?** dialog box.

To change the button settings for the scanner so that the software always prompts you with a preview of the picture or document, see Change scan settings.

Scan pictures and documents

Use the **Scan** button to scan pictures or documents quickly.

- Select original type — document or picture
- Scan pictures
- Scan multiple pictures with one scan
- Scan documents

Select original type — document or picture

You have two choices for original type: **Document** or **Picture**. The scanner optimizes settings based on your choice. Use the following guidelines to determine the best original type for your needs.

If your original consists of	Select this original type
Text, or both text and graphics	Document
A printed photograph or graphic	Picture

Scan pictures

Use the **Scan** button () to scan photos and graphics.

For scanning slides or negatives, see Scan film.

 Note If you want to preview scans before they are sent to their destination, select **Show Preview** in the **What are you scanning?** dialog box. Also see Preview a scanned image.

1. Place the original face down on the scanner glass, as indicated by the reference marks, and then close the lid.

2. Press the **Scan** button ().
   The **What are you scanning?** dialog box appears.
3. Under the **What are you scanning?** heading, click **Picture**.
4. Select **Scan originals from glass**.

5. Click **Scan**.
6. When the scan is finished, place an item on the scanner glass and then click **Scan** to scan another picture, or click **Done**. The software saves the scan to a subfolder in the **My Scans** folder. The subfolder is named for the current year and month. The scanned image is also sent to the HP Photosmart software by default.

> **Note** If **Show Preview** was selected, you must click the **Accept** button in the preview screen to initiate the scan. When prompted, click **Yes** to scan additional pictures, or click **No** to send the scanned image(s) to the specified location.

> **Tip** The HP Scanning software can automatically correct your pictures or restore faded colors in old pictures. To turn picture correction on or off, select **Auto Correct Photos** from the **Basic** menu of the HP Scanning software, and then choose the options you want. To use this feature, **Show Preview** must be selected.

Scan multiple pictures with one scan

You can scan multiple pictures at the same time from the scanner glass.

Arrange the pictures that you want to scan on the HP scanning device glass. For the best results, leave at least 0.25 inches (6 mm) of space between the edges of the pictures. Then follow the steps for scanning a picture. For more information, see Scan pictures.

For more information, go to the **Index** tab in the onscreen Help. Type **multiple** in the keyword field and click **multiple items, scan** in the list.

Scan documents

Use the **Scan** button ( ) to scan documents.

The scanner scans an original document to the destination that is selected in the **HP Scanning** dialog box.

> **Note** If you want to preview scans before they are sent to their destination, select **Show Preview** in the **What are you scanning?** dialog box, or begin your scan from the HP Solution Center. Also see Preview a scanned image.

1. Place the original face down on the scanner glass, as indicated by the reference mark.

2. Press the **Scan** button ( ). The **What are you scanning?** dialog box appears.

3. Under the **What are you scanning?** heading, click **Document**, and then select one of the following options:

   – **Color** – This is the default setting.
   – **Grayscale** – This option converts any colored original to grayscale, and creates a smaller file size than the Color option.
   – **Black & White** – This is the best option for scanning a black and white graphic, but it is not suitable for color or grayscale originals if you want to preserve detail.

4. Click **Scan**.

5. When you are finished with that page, place the next page on the glass and click **Scan** to scan another document or page.

6. When you are finished with all pages, click **Done**. After you click **Done**, the software sends the scanned file to the specified location.
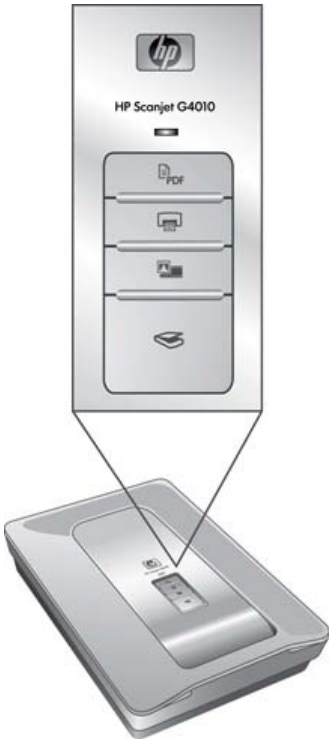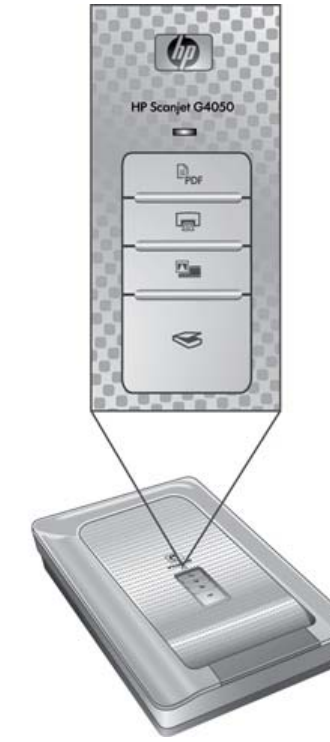
> **Note** If **Show Preview** was selected, you must click the **Accept** button in the preview screen to initiate the scan. When prompted, click **Yes** to scan additional pages, or click **No** to send the scanned page(s) to the specified location.

Scan film

This section contains information about using the transparent materials adapter (TMA) to scan positives, including 35 mm slides, and negatives.

This section describes two HP Scanjet G4000 series models. The procedures are not the same for each model. Be careful to check that you are following the procedure for your model.

How to tell which model you have? The model number appears on your scanner lid.

HP Scanjet G4010	HP Scanjet G4050
Scan positives (such as 35 mm slides) or negatives — HP Scanjet G4010	Scan positives (such as 35 mm slides) or negatives — HP Scanjet G4050

For tips about scanning film, see Tips for scanning transparent items.

Scan positives (such as 35 mm slides) or negatives — HP Scanjet G4010

The transparent materials adapter (TMA) in this model enables you to scan as many as five 35 mm slides at one time, depending on orientation, or one strip of negatives.

Note Check the model number on the scanner lid. The steps below are for the HP Scanjet G4010. If you are using an HP Scanjet G4050, see Scan positives (such as 35 mm slides) or negatives — HP Scanjet G4050.

1. Open the scanner lid and remove the TMA cover by pulling the cover up.

2. Remove the negative strip holder from the slide holder.

3. Do one of the following to load the slides or negatives:
   – If you are scanning slides, place the slides into the slide holder. Insert the slides with the top of the slides pointing up and with the front of the slides facing you. Make sure that the slides are flat and do not overlap.
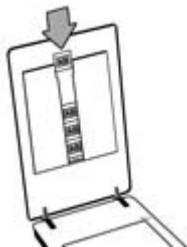

   – If you are scanning negatives, do the following:
   a. Slide a negative strip with up to six frames into the negative strip holder so that the shiny side of the negative faces you. Negatives are easily damaged, so you should touch them only on their edges.
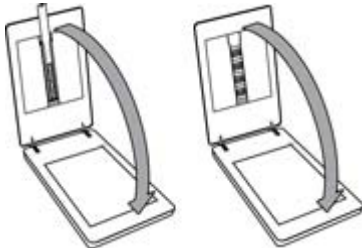
If there is unused space in the negative strip holder, push the negatives all the way to the bottom of the holder and slide the TMA cover in to fill in the empty space.

   b.   Insert the negative strip holder back into the slide holder.
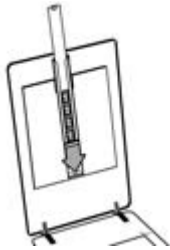
4. Close the scanner lid.

5. Press the **Scan Film** ( ) button on the scanner, or click **Scan Film** in HP Solution Center.
6. In the **What are you scanning?** dialog box, select **Picture**.
7. If you are scanning slides, select **Scan positives, including 35 mm slides, using the TMA**. If you are scanning negatives, select **Scan negatives using the Transparent Materials Adapter (TMA)**.

   If you want to preview the scanned picture, select the **Show Preview** check box on the screen, or begin the scan from HP Solution Center.
8. Click **Scan**.
9. Follow the instructions on the screen to finish scanning.

   The scan is sent to the default destination.
10. When the scan is finished, remove the slides. Place the negative strip holder back into the scanner lid for convenient storage, and then replace the TMA cover.

Scan positives (such as 35 mm slides) or negatives — HP Scanjet G4050

The transparent materials adapter (TMA) is built into the scanner lid. Slides, negatives, and medium- and large-format film have their own unique media holders called

"templates." The templates are rectangular frames that you can use to optimally place your media for scanning.

Note Check the model number on the scanner lid. The steps below are for the HP Scanjet G4050. If you are using an HP Scanjet G4010, see Scan positives (such as 35 mm slides) or negatives — HP Scanjet G4010.

1. Open the scanner lid and remove the TMA cover by releasing the latch and pulling the cover up and toward you.

2. Place the slides or negatives in the appropriate template. Use the orientation indicated by the icons on the template. If you are scanning slides, place the template on the scanner glass first, then load the slides.
   – Place the slide template on the scanner glass and then load slides into the template. Start with the location numbered "1" and continue in order as indicated by the numbers.


   – Place medium-format or large-format film strips in the large-format template.
   – Place 35 mm negative strips in the negatives template. Start at the top and fill in rows with the negative strips. Negatives are easily damaged, so you should touch them only on their edges.
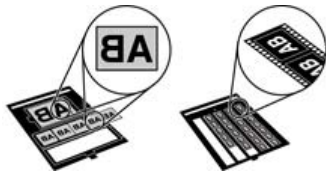
   If you are scanning fewer than the maximum number of negatives with the TMA, cover the empty spaces with the light shield provided. This ensures that no extra light leaks into the scan.
3. Snap shut any open doors on the template.

4. If you are scanning negatives, place the template containing the negatives onto the scanner glass. Align the arrow on the template with the corner reference mark on the scanner bed.
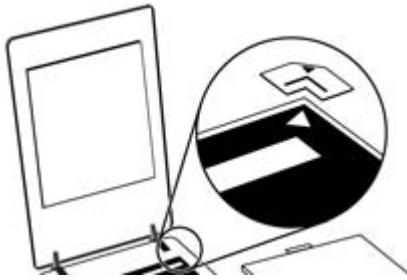
5. Close the scanner lid.
6. Press the **Scan Film** ( ) button on the scanner, or click **Scan Film** in HP Solution Center.
7. In the **What are you scanning?** dialog box, select **Picture**.
8. If you are scanning slides, select **Scan positives, including 35 mm slides, using the TMA**. If you are scanning negatives, select **Scan negatives using the Transparent Materials Adapter (TMA)**.
    If you want to preview the scanned picture, select the **Show Preview** check box on the screen, or begin the scan from HP Solution Center.
9. Click **Scan**.
10. Follow the instructions on the screen to finish scanning.
    The scan is sent to the destination that you selected in the **What are you scanning?** dialog box.
11. When the scan is finished, remove the template from the scanner glass. Remove the media from the template.
12. Replace the TMA cover by inserting the hooks into the openings in the lid and then locking the cover latch closed at the top.

Tips for scanning transparent items

- To scan items larger than those that the transparent materials adapter (TMA) or template accepts, place the transparency on the scanner glass, place a white sheet of paper on top of the transparency, and then scan as described in Scan pictures.
- When scanning a 35 mm slide or negative, the scanner software automatically enlarges the image to approximately 10 cm x 15 cm (4 x 6 inches). Medium and large format negatives are also scaled to a larger final size. If you want the final image to be larger or smaller, use the **Resize** tool in the scanner software to set the scaling to the final size that you select. The scanner will scan the item to the size that you select and adjust the scan resolution as appropriate.
- You can configure the scan settings for either fast scanning or higher-quality output. If you choose to take advantage of this product's high-quality output using the optimum color accuracy options, the scanning process will be considerably slower. For more information, see Image quality (6-color scanning) vs. speed.
- When cropping images, completely remove the borders to reduce excess light interference.

A cropped image from a slide

Make copies

Use the **Copy** button (⬛) to scan an original and send it to a printer.

The front-panel **Copy** button is optimized to scan and print a duplicate of what is on the scanner glass. If you want to change the image, such as to lighten or darken it, or to adjust its size, click **Cancel** in the copy progress dialog box. Adjust the settings, and then complete the scan. If you use the HP Solution Center, you can also click the **Make Copies** button and adjust the settings in the preview screen.

1. Place the original face down on the scanner glass, as indicated by the reference marks.
2. Press the **Copy** button (⬛). The copy is printed on the default printer.

Note There is no preview image for the copy function.

Scan to a PDF file

Use the **Scan to PDF** button ($\equiv_{PDF}$) to scan a document or picture and save it as a PDF file.

1. Place the original face down on the scanner glass, as indicated by the reference mark.

2. Press the **Scan to PDF** button ($\equiv_{PDF}$). The **What are you scanning?** dialog box appears.
3. Under the **What are you scanning?** heading, click **Document**, and then select one of the following options:
    –   **Color** – This is the default setting.
    –   **Grayscale** – This option converts any colored original to grayscale, and creates a smaller file size than the Color option.
    –   **Black & White** – This is the best option for scanning a black and white graphic, but it is not suitable for color or grayscale originals if you want to preserve detail.
4. In the **Scan to** drop-down box, select **Save to file** or select a different option such as **E-mail**. Verify that **PDF** is selected in the **File Type** drop-down box. To select a location for the saved file, click the **Save to file Save Options** button.
5. Click **Scan**.
6. When you are finished with that page, place the next page on the glass and click **Scan** to scan another document or page.
7. When you are finished with all pages, click **Done**. After you click **Done**, the software sends the scanned file to the specified location.

E-mail a document or picture

Follow these instructions to scan pictures or documents from the scanner glass and send the scans to a supported e-mail program as an attachment.

1. Place the original face down on the scanner glass, as indicated by the reference mark.

2. Press the **Scan** button ( ). The **What are you scanning?** dialog box appears.

3. Under the **What are you scanning?** heading, click either **Document** or **Picture**, and then select the appropriate options for the document or picture you are scanning.
4. In the **Scan to** area, select **E-mail**.
5. Click **Scan**.
6. When you are finished with the first document page or picture, place the next page on the glass and click **Scan** to scan another document page or picture.
7. When you are finished with all pages, click **Done**. After you click **Done**, the software sends the scanned file to your default e-mail program.

> **Note** If **Show Preview** was selected, you must click the **Accept** button in the preview screen to initiate the scan. When prompted, click **Yes** to scan additional pages, or click **No** to send the scanned page(s) to the specified location.

8. Use your default e-mail program to complete and send the e-mail with the scanned image attached. To view the scanned image before you send the e-mail, double-click the attachment.

> **Note** To change the e-mail program, open the HP Solution Center software from your desktop icon or from the **Start** menu, click the scanner tab, click the **Settings** button, and then select **E-mail Settings**. The **E-mail Settings** dialog box appears. Select the e-mail program that you want to use, and then click **OK**.

Change scan settings

You can change many scan settings from the HP Solution Center, including:

- Button settings for the scanner front panel
- Settings for the HP Solution Center scan buttons
- Scan preferences, such as automatic exposure

To view or change the scan settings, open the **HP Solution Center** and select the device tab. Click **Settings**, point to **Scan Settings**, and then select the type of settings you want to view or change. To get help with settings, click **Help**.

2   Care and maintenance

This section presents information about how to care for and maintain the scanner.

- Clean the scanner glass
- Clean the transparent materials adapter (TMA)
- Order maintenance and scanner supplies

Occasional cleaning of your scanner helps ensure higher-quality scans. The amount of care necessary depends upon several factors, including the amount of use and the environment. You should perform routine cleaning as necessary.

For all care and maintenance procedures required for the scanner, please see the Care and maintenance section for your scanner in the onscreen Help. In the HP Solution Center, click **Help**, and then select the Help section for your scanner model.

Routine cleaning and maintenance should include cleaning the scanner glass and the transparent materials adapter (TMA).

△ **Caution** Avoid placing items that have sharp edges in the scanner. Doing so can damage the scanner. Before placing an item on the scanner glass, make sure that the item does not contain wet glue, correction fluid, or other substances that can be transferred to the glass.

Clean the scanner glass

1. Disconnect the USB cable and power cable from the scanner.
2. Clean the glass by using a soft, lint-free cloth that has been sprayed with a mild glass cleaner, and dry the glass with a dry, soft, lint-free cloth.

   △ **Caution** Use only glass cleaner. Avoid abrasives, acetone, benzene, and carbon tetrachloride, all of which can damage the scanner glass. Avoid isopropyl alcohol because it can leave streaks on the glass.

   Do not spray the glass cleaner directly on the glass. If too much glass cleaner is applied, the cleaner could run to the edges and damage the scanner.
3. When you have finished, reconnect the USB cable and power cable to the scanner.

   ✎ **Note** For instructions about how to clean the underside of the scanner glass, visit www.hp.com/support.

Clean the transparent materials adapter (TMA)

Clean the TMA with a dry, soft cloth. If necessary, lightly spray the cloth with glass cleaner and wipe the TMA.

Order maintenance and scanner supplies

You can purchase maintenance parts online at the scanner support Web site at www.hp.com/buy/parts or from your local HP dealer.

3 Troubleshooting

This section contains solutions for common problems with the scanner and the transparent materials adapter (TMA).

- Scanner initialization or hardware problems
- Scanner operation problems
- Slides, negatives, and TMA issues

Scanner initialization or hardware problems

This section contains solutions for initialization and hardware problems.

- Reset the scanner
- Test the scanner hardware
- Scanner has stopped working properly
- Additional troubleshooting information

Reset the scanner

If you receive an error message similar to "Scanner initialization failed" or "Scanner not found" when trying to use the scanner, use the following procedure:

1. Close the HP Photosmart software, if it is open.
2. Disconnect the cable that connects the scanner to the computer.
3. Turn the computer off, wait 60 seconds, and then turn the computer on again.
4. Reconnect the cable that connects the computer and the scanner.
   - Make sure that the USB cable is connected to the back of the scanner correctly. The USB symbol on the end of the cable (the connector) should be facing up. When connected correctly, the USB connector will feel slightly loose. When connected incorrectly, the USB plug will feel overly tight.
   - Try connecting the USB cable to a different USB port on your computer. If the USB cable is connected to a port on the front of the computer, move it to a port on the back of the computer.

Test the scanner hardware

If you think that the scanner has a hardware problem, verify that the cables are firmly connected to the scanner, the computer, and the power source. If the cables are correctly connected, verify that the scanner is turned on, and then test the scanner by using the following procedure:

1. Disconnect the USB cable and power cable from the scanner.
2. Reconnect the USB cable and power cable to the scanner.

The carriage on the scanner will move forward and backward approximately 25 mm (1 inch), and the lamp will turn on.

If the carriage does not move and the scanner lamp does not turn on, a problem might exist with the scanner hardware. See Scanner has stopped working properly.

Scanner has stopped working properly

If the scanner stops scanning, complete the following steps, in order. After each step, start a scan to see if the scanner is working. If the problem continues, proceed with the next step.

1. A cable might be loose. Ensure that both the USB cable and power cable are securely connected.
2. Turn the scanner off using the power switch, wait 60 seconds, and then turn it back on.
3. Restart your computer.
4. A software conflict might exist on your computer. You might need to uninstall and then reinstall the scanner software.
   a. Click **Start**, click **Settings**, and then click **Control Panel** (in Windows XP, click **Start**, and then click **Control Panel**).
   b. Click **Add/Remove Programs** (in Windows XP, this is called **Add or Remove Programs**) and then select **HP Scanjet G4000 series**.
   c. Click **Remove**.
   d. Click **Add/Remove Programs** (in Windows XP, this is called **Add or Remove Programs**) and then select the **HP Photosmart** software.
   e. Click **Remove**.
5. Reinstall, using the HP Photosmart software CD that came with your scanner. When you insert the CD, an installation interface launches automatically. Choose the **HP Photosmart** software to install.

If the scanner still does not work, visit www.hp.com/support or contact HP Customer Support.

Additional troubleshooting information

If you have the HP Photosmart software installed, you can use the onscreen Help to solve other problems with the scanner. To gain access to the Help, double-click the **HP Solution Center** icon on your desktop, and then click **Help and Support**. Under the **Documentation** section, click **Product Help**. The Help system provides information about the HP Scanjet G4000 series Photo Scanner hardware as well as information about the HP Photosmart software and HP Scanning software. Also, see **Scan troubleshooting** in the general **Troubleshooting and support** section of the Help.

Scanner operation problems

- Scanner will not turn on
- Scanner does not scan right away
- Buttons appear not to work
- Issues with scanning documents or text (OCR)
- Scanned image is fuzzy
- Scanner is scanning items very slowly
- Scanner glass needs to be cleaned

Scanner will not turn on

If the scanner will not turn on when you press the front-panel scanner buttons, check for these possible problems:

●   The scanner might have been unplugged. Check to see that the power cable has not become disconnected from the scanner or unplugged from the power source.
●   The scanner might be turned off. Check to see that the scanner power switch is in the on position.
●   Check to see that the TMA cable has not become disconnected from the scanner.

Scanner does not scan right away

If the scanner has not been used for a while, the scanner lamp might need to go through a warm-up period before scanning can begin. If the scanner lamp needs to warm up, it takes a moment after starting the software or pressing a scanner button for scanning to begin.

To change the lamp warm-up setting, open the HP Solution Center, click **Settings**, click **Scan Settings**, and then click **Scan Preferences**.

Buttons appear not to work

After each step, start a scan to see if the buttons are working. If not, proceed with the next step.

●   A cable might be loose. Ensure that the USB cable, the TMA cable, and the power cable are securely connected.
●   Turn the scanner off using the power switch, and then turn it back on again.
●   Restart your computer.
●   The buttons might be disabled. Try the following procedure:
    –   Open **Control Panel**, select **Scanners and Cameras**, and then select your scanner model from the list.
    –   Open **Properties**, and then click the **Events** tab. From the **Scanner events** list, select **Scan Document button press**.
    –   Ensure that the **HP Scanning software** option is selected.
    –   **Windows 98 and Windows 2000**: Ensure that the **Disable Device Events** option is not selected.
    –   **Windows Me and Windows XP**: Ensure the **Take No Action** option is not selected.
●   The Button Disable Utility might have been used to disable the buttons. For more information, see Button Disable Utility.

Issues with scanning documents or text (OCR)

The scanner uses optical character recognition (OCR) to convert text on a page to text that you can edit on your computer.

- If you scan text but cannot edit it, make sure that you make the following selections during scanning:
  - **HP Scanning** (Select **Document**.)
  - **Scan to** (Select a word-processing program or **Save to File**.)

    📝 **Note** If you select **Save to File**, select a text file type from the **File Type** drop-down list.

- Scanned text might not appear on your computer exactly as it appeared on the original, especially if the original contains faint or smudged text. For example, some characters might be incorrect or missing. As you edit the text, compare the scanned text against the original, and then make corrections as necessary.
- To change text scanning options, click the **Scan Document Settings** button in the initial **What are you scanning?** screen.
- The OCR software is installed by default when you install the HP Scanning software during scanner setup. If you use the Custom option when installing the software, you can choose not to install the OCR software. Try reinstalling the software using the default install options.

Scanned image is fuzzy

It is important that the item you scan comes in close contact with the scanner glass. If the resulting scanned image is not clear, check to see that the item is in full contact with the scanner glass.

Scanner is scanning items very slowly

- If you are scanning to edit text, the optical character recognition (OCR) software program causes the scanner to scan more slowly, which is normal. Wait for the item to scan.
- Some default settings can cause the scanner to scan more slowly. Open the HP Solution Center, click **Settings**, click **Scan Settings**, click **Scan Preferences**, and then click **Quality vs. Speed**. Clear the **Scan with higher bit depths** check box and the **Scan with optimum color accuracy** check boxes.
- The resolution might be set too high. Reset the resolution to a lower level. The scanner software automatically selects the resolution to provide the best balance between image quality and file size.

    To change the resolution, open the HP Solution Center, and then click **Settings**. Select **Scan Settings and Preferences**, and then click **Button Settings**. The **Button Settings** dialog box is displayed. Click the tab for **Scan Document button (Solution Center)** or **Scan Document To button**, and then click the **Scan Document Settings** button. The **Scan Document Settings** dialog box is displayed. Use the drop-down list to change the resolution.

Scanner glass needs to be cleaned

Clean the scanner glass under the following conditions:

- Ink is on the glass.
- Fingerprints are on the glass.
- Items have excessive amount of dust or dirt on them.
- Smudges or other marks appear on scanned images.
- Haze or dust is on the glass.

Allow the glass to dry thoroughly before scanning another image.

For more details, see Care and maintenance.

Slides, negatives, and TMA issues

Use this section to help resolve issues with 35 mm slides or 35 mm negatives that have been scanned by using the TMA.

- The image cannot be enlarged
- Incorrect colors print, or the image is too light or dark
- Dots or streaks appear in the scanned image
- The scanned images are dark
- The TMA does not work at all
- No light or only dim light is visible in the TMA after selecting slides or negatives in the Scan dialog box

The image cannot be enlarged

You might have used **Zoom in**, which only changes the view on the screen. Use **Resize** to change the size of the final scanned image. For more information, go to the **Index** tab in the onscreen Help. Type **resize** in the keyword field and click **images in HP Scanning software** in the list.

Incorrect colors print, or the image is too light or dark

- The software might be setting the exposure for the entire area instead of for one slide or negative. Select and drag the handles around the selection area until you see the image area you want to scan.
- If there is unused space in the HP Scanjet G4010 negative strip holder or slide holder, push the negatives or slides all the way to the bottom of the holder and slide the TMA cover in to fill in the empty space.
- If you are scanning fewer than the maximum number of slides or negatives with the HP Scanjet G4050 TMA, cover the empty spaces with the light shield provided. This ensures that no extra light leaks into the scan.
- The settings for transparent materials are reversed. Make sure that you have selected **Scan positives, such as 35 mm slides, using the TMA** for slides, or **Scan negatives using the Transparent Materials Adapter (TMA)** for negatives.

Dots or streaks appear in the scanned image

- Check the original slide or negative for damage or debris.
- Clean the TMA with a dry, soft cloth. If necessary, lightly spray the cloth with a mild glass cleaner. Allow the glass to dry thoroughly before scanning another image.

The scanned images are dark

- Check to see if the TMA light is on before you click **Scan** or **Accept**.
- The bulb in the TMA light source might be broken or not working. If the bulb is broken, service is required.
- The selection area might not be made correctly. Make a selection area that only includes the photo, without borders.

The TMA does not work at all

The cable might not be connected correctly. Ensure that the TMA cable is connected securely to the TMA port on the back of the scanner.

No light or only dim light is visible in the TMA after selecting slides or negatives in the Scan dialog box

After each step, start a scan to see if the scanner is working. If not, proceed with the next step.

1. Make sure that the TMA is connected to the scanner.
2. Ensure that **Scan positives, including 35 mm slides, using the TMA** or **Scan negatives using the Transparent Materials Adapter (TMA)** is selected in the **What are you scanning?** dialog box.
3. The bulb in the TMA might not be working. Click the **Scan Film** button () and look for illumination. If the bulb is broken, service is required. See the Setup and Support Guide.
4. The TMA has a short warm-up mode. Wait a few seconds to see if the light turns on. For the best scanning quality, let the TMA light warm up for at least 30 seconds.

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